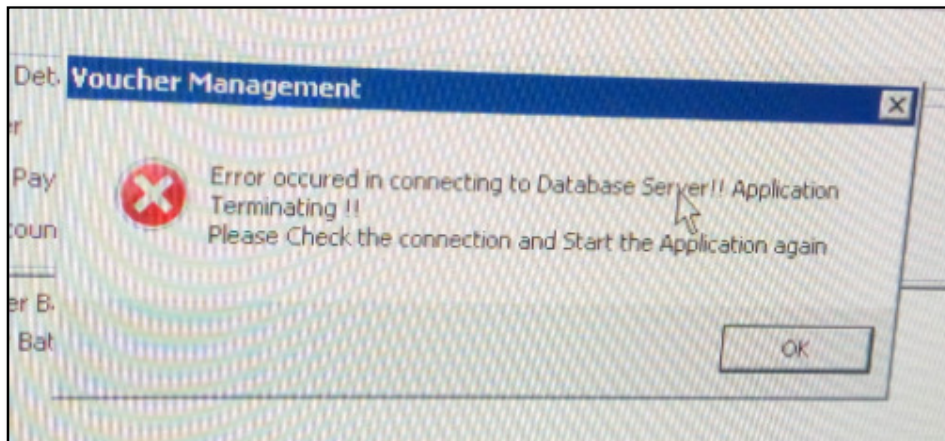


Article Outline	'Error occurred in connecting to Database Server Application terminating' error message	
Article Date	2018/05/07	
Knowledge Type	Solving an error message	
Knowledge Activity	Processing	
Application Version	V7.20.4.000	
Application Edition	<input type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Voucher Management	
Secondary Module	Inventory Processing	
Knowledge Source	Incoming Customer Query	

Description of Error message

The following type of error message may display when working in the Voucher Management, and perhaps also other module/s (apologies for the poor image quality).



Solution / Details

It's recommended that this issue should preferably be fixed by a professional Evolution consultant such as a Sage Evolution Support consultant, or your local Evolution business partner.

1. Backup the company and ensure no other users are logged on to the company.
2. Within MS SQL Management Studio, separately run the following SQL scripts on the relevant company database:

Script 1:

```
ALTER DATABASE [DATABASE NAME]
```

```
SET SINGLE_USER WITH ROLLBACK IMMEDIATE
```

An example of the above script could look like this

```
ALTER DATABASE [TESTWIP]  
SET SINGLE_USER WITH ROLLBACK IMMEDIATE
```

In all the scripts below, replace the [DATABASE NAME] with the relevant database name.

Script 2:

```
DBCC CHECKDB ([DATABASE NAME],  
REPAIR_ALLOW_DATA_LOSS)
```

Script 3:

```
DBCC CHECKDB ([DATABASE NAME], REPAIR_REBUILD)
```

Script 4:

```
ALTER DATABASE [DATABASE NAME] SET MULTI_USER
```

3. Open the company and continue working in the Voucher Management (or relevant module where the above type of error was observed).

Disclaimer: These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +27 (0) 86 112 6837.